



Inspection Report on

Plas Penmon Nursing Home

**Plas Penmon Nursing Home
Penmon
Beaumaris
LL58 8RN**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

Date_Last_Inspection_Completed_
29 July 2021

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About Plas Penmon Nursing Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Coed Du Hall Ltd
Registered places	24
Language of the service	Both
Previous Care Inspectorate Wales inspection	Manual Insert This was the first post registration to the Regulation and Inspection of Social Care Act (Wales) 2016 (RISCA) inspection.
Does this service provide the Welsh Language active offer?	This service provides an active offer of the Welsh language. It provides a service that anticipates, identifies, and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

Plas Penmon has a Responsible Individual (RI), who is registered with Care Inspectorate Wales, (CIW). A manager is in place who is registered with Social Care Wales (SCW).

The service provides nursing care for adults, a large proportion of whom are living with dementia. People's care is planned according to their individual needs. Staff retention is good in the home and people are cared for by nurses and care workers who know them well. Staff receive training and supervision to help them in their daily role. Consideration is to be given to sourcing a practical component to physical training such as moving and handling. Medicine management is appropriate, and a workable system is in place regarding controlled drugs to ensure their safe administration and storage. We saw evidence showing people have frequent checks to ensure their comfort. We observed staff caring for people's needs and they were timely in their response.

The manager is available, and supportive of staff. The RI has conducted their visits as required by the legislation and has produced quality reports regarding the home.

There is an ongoing programme of maintenance and upgrades to the environment. This has been hampered somewhat by the Covid-19 pandemic. Consideration is to be given to ensuring the environment and activities are dementia friendly.

The service has coped well during the Covid-19 pandemic. Staff have received training regarding Personal Protective Equipment (PPE) and Covid-19. We saw staff wear PPE appropriately during our inspection visit.

Well-being

People have a voice and control over day-to-day life. Nurses write people's personal plans according to their individual needs. This includes their likes and dislikes, normal routines, and how they like things done. People's histories are included with details of people and events that are important to them. Methods to comfort and reassure each person are included so staff can help them during periods of anxiety. We observed staff speak with people with dignity and respect and offer them daily choices. Care staff are able to converse with people in Welsh as required. People's first language choices are carefully documented in personal plans. A high proportion of staff can converse with people in Welsh.

People's physical and mental health is appropriately monitored. People are referred to health care professionals in a timely way. The manager said people are reviewed by the GP as appropriate, during the Covid-19 pandemic; this has often been via virtual consultation using technology. There is evidence of GP and specialist reviews in people's personal plans. Advice and instructions given for people's care is carefully documented, as are outcomes. Risk assessments to ensure people's safety are in place and reviews are recorded. Personal plans are reviewed monthly or more often if required. The manager told us they could access medicine reviews and prescriptions easily.

People are protected from abuse and neglect. The service reports any incidents and accidents to CIW and local authorities as per legislation. Staff receive up to date training regarding safeguarding. Care staff and nurses told us they feel confident in referring to the safeguarding procedures and know whom to contact should there be an issue.

People can maintain contact with family and friends. The service has a Covid-19 visiting policy and residents can have visits indoors and outdoors according to their risk assessment. A new activities person has been employed by the service, the manager told us they have good ideas. We saw they have a weekly plan of activities for people. We advised they also consider dementia friendly activities to provide stimulation for residents.

A resident told us they were well looked after in the home, *"Staff are very good. They do their best to keep us happy. There is good food here, they know what I like. Staff have a lot of patience and look after people well."*

Care and Support

People are provided with the care they need. A nurse completes pre-admission assessments for each person before they receive the service, to ensure the service can meet their needs. The Statement of Purpose document explains what the service can offer. People's care needs are documented according to their personal requirements. Staff know people well, and are able to offer them appropriate daily choices.

We evidenced from the personal plans and assessments that people's nutrition is carefully monitored. People are referred to the GP and dietician promptly if they need dietary support and advice. The cook knows people's preferences, and caters for each person's needs. People who need a special diet are given appropriate meals. We suggested that a photographic menu would be beneficial for people living with dementia.

People have regular reviews from the GP; this has often been via information technology during the Covid-19 pandemic. Reviews and instructions are carefully documented in people's personal plans including any medicine reviews and changes. There is a local pharmacy, which supplies medicines on a repeat prescription basis and newly prescribed medicines as needed. People are referred to health care professionals appropriately and in a timely way. Medicines are accounted for, and are stored appropriately. Two nurses count medicines in and out of the home. Controlled drugs are stored safely and are frequently stock-checked by two nurses. Pain control medicine, such as in patch form, are signed for by two nurses, the location the patch is applied on a person is recorded on a body map, and frequently checked. Medicine stocks are good, staff state they have good service from the local surgery.

The home has a Covid-19 policy and procedure in place. We were asked for our lateral flow test results, to check for infection, before entering the premises. Hand sanitisers were available for use. Care staff have training regarding Covid-19 procedures, testing and using PPE. We saw from personal plans, that people have been enabled to receive Covid-19 vaccines. Care staff and nurses wore PPE throughout our inspection visit. The service ensures care staff, nurses, and residents have lateral flow testing as per the Public Health Wales guidance. The regional manager has written a comprehensive Covid-19 risk assessment for the home; this includes advice for staff using public transport and advices against staff from different households sharing lifts to work. People are risk assessed to enable them to receive visitors inside and outside the home.

Environment

The environment is suitable for its purpose. Corridors are free of trip hazards and fire exits are clear of obstructions. People's rooms are clean and tidy. People are able to personalise their rooms with things that are of importance to them and help them to feel at home. The grounds are maintained, a ride-on mower has been purchased to help this outcome. There are areas for people to sit outside should they wish to. A programme of maintenance has commenced, some windows have been replaced and some resident's rooms have new flooring. Progress has been somewhat hampered by the Covid-19 pandemic. Consideration is to be given to making the environment dementia friendly.

Health and safety assessments are in place and are up to date. Fire safety checks are completed weekly. Electrical equipment are tested regularly to ensure their safety. People are provided with equipment that is suitable for their care; this is serviced as per manufacturer instructions to ensure they are in good working order.

Leadership and Management

Governance arrangements are in place to support the smooth running of the home. The RI has conducted their visits as per the regulations and has produced quality assessment reports regarding the home. The manager is visible to staff and has over-sight of the service.

Care staff are appropriately recruited into the service. We saw personnel files are in good order, and have checks in place to ensure staff are appropriate to work with vulnerable adults. Care staff receive training to ensure they have a solid knowledge base in order to give good care. Care staff told us they receive training and supervision in order to do their job. A care worker told us, *"It's great here. There is good management. We have enough training and support."* The service is compliant in giving care staff quarterly supervision to ensure they have adequate support to perform their role.

The service has not declared they have financial concerns. There has been investment in the environment; this is an on-going programme. There are plentiful stocks of fresh food. Agency staff are hired to cover any absences on the work rota.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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